

OFFICE AUTOMATION ASSISTANT
GS-0326-06

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). This position performs substantive office automation assignments to provide general office clerical support.

II. MAJOR DUTIES AND RESPONSIBILITIES

Develops improved and streamlined methods of operation for office automation support. Determines need for, devises and installs program modifications. For different and/or unusual automation assignments, (*e.g.*, preparing reports which include graphs and charts, highlighting significant material with shadowing and adjusting size and shape of pages to fit the type of report) determines the data categories to be established, identifies the functions to be performed and sets up the detailed procedures needed to enter and retrieve the data in the form required.

Edits and reformats electronic drafts of reports and materials. Transmits and receives documents through networked computers or using floppy disks. Proofreads materials to ensure conformance with office standards.

Identifies tasks that could be done faster and easier using macros. Creates macros to simplify and expedite assignments and provides instructions on their use to others in the office.

Performs troubleshooting of system and/or software problems encountered using a variety of diagnostic approaches. Determines which deficiencies cannot be corrected internally and refers them to the appropriate systems support representative.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position

FL 1-4

550 pts.

Knowledge of the capabilities, operating characteristics, and advanced functions of a variety of types of office automation software. The knowledge is used to select the most appropriate software type for a specific office need, to integrate different software types into a single document (*e.g.*, to retrieve data, convert it into graphic form, and incorporate it into the text of a report).

Knowledge of hardware components may include personal computers, networked computers, plotters, scanners, and printers to perform troubleshooting of minor system and/or software problems.

Knowledge of spelling, grammar, punctuation, and capitalization. Skill as a qualified typist.

Factor 2 - Supervisory Controls FL 2-3 275 pts.

The supervisor provides overall instructions and priorities. The incumbent receives instructions from supervisor and/or office specialists on specific application or interpretation of new regulations and policies. The incumbent independently plans and performs familiar office automation assignments. The incumbent also exercises initiative when resolving problems encountered. The incumbent works independently to plan and complete assignments. Work products are occasionally spot-checked for accuracy. The work methods used usually are not reviewed. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines FL 3-2 125 pts.

Work is performed in accordance with a variety of established office procedures, requirements, software manuals and tutorials, and references making minor deviations to adapt the guidelines to specific cases. The incumbent decides which is appropriate for desired results. Guidance is provided for unusual situations.

Factor 4 - Complexity FL 4-3 150 pts.

The work involves a variety of unrelated automated and clerical processes and methods. The incumbent decides what needs to be done and how to accomplish it based on the specific project, knowledge of the priorities, policies, commitments, and objectives of the office and an understanding of the automated processes and software requirements and capabilities inherent in the work. Is responsible for several concurrent projects.

Factor 5 - Scope and Effect FL 5-2 75 pts.

The purpose of the work is to document, store, receive, or transmit information. This may involve electronic mail, and on-line databases and reports. The work is performed in accordance with established rules, regulations, procedures, and office automation practices. The services and work performed facilitate the work of the originators of the material.

Factors 6/7 - Personal Contacts/Purpose of Contacts Level 2.a. 45 pts.

Personal contacts are with employees at various levels throughout the operating unit. Contacts are for receiving assignments and instructions, discussing additions or revisions, receiving or giving information, clarifying terminology, etc.

Factor 8 - Physical Demands

FL 8-1

5 pts.

The work is primarily sedentary, requiring no special physical demands.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in a typical office setting.

TOTAL = 1230 pts.

IV. UNIQUE POSITION REQUIREMENTS